

Overview – 1-877 Phone Ordering Process

Overview

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Overview

Placing an
Order

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an Order

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The 1-877 Phone Ordering Process:

- Enables authorized users to order CADs and PADs and track status via the telephone.
- Validates and creates customer orders using VFS Trace and the NAVAIR 11-100-1.1 Technical Manual.
- Enables load plan (emergency stock list) generation based on information provided by the Requisitioner.
- Interfaces with CAIMS, ROLMS, and off-the-shelf inventory management software.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The 1-877 Phone Ordering Process has many features, such as the automatic generation of emergency stock lists (also referred to as load plans), supply requisitions, and order status. Data is validated using VFS modules, such as VFS Trace and the NAVAIR 11 100 1 point 1 technical manual.

Developer Notes

Overview – Preferred Ordering Method

Background Lead-Time Table FAQs	
Overview	<ul style="list-style-type: none">▪ The VFS Web Ordering module is the preferred method for ordering CAD/PAD items.▪ Requisitioners who use VFS Web Ordering have the capability to requisition parts and obtain order status 24 hours a day.▪ If Internet access is unavailable or the Internet is down for more than 1 workday, orders may be placed via telephone, fax, or email. <p>NOTE: Orders taken via the 1-877 Phone Ordering Process are input into the VFS Web Ordering system by the Order Processor.</p>
Placing an Order	
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AUDIO: The VFS Web Ordering module is the preferred method for ordering CADs and PADs. Requisitioners may place orders and check status 24 hours a day. You should use the 1-877 phone ordering process only when Internet access is unavailable or the Internet is down for more than one workday.

Overview – Becoming an Authorized Requisitioner

	Background Lead-Time Table FAQs
Overview	<ul style="list-style-type: none">• Only authorized Requisitioners (including those registered with VFS) may use the 1-877 Phone Ordering Process to order installed CADs and PADs.• To become an authorized Requisitioner, complete an Authorization Form for Personnel to Order CAD/PADs.• Registration forms may be obtained by calling NSWC Indian Head Division at 1-877-4CADPAD (1-877-422-3723) or DSN 354-6155. Fax the completed form with approval signatures to DSN 354-6699 or COM (301) 744-6699.• Once your request is approved, you will receive a user ID and password. <p>NOTE: If you are currently registered for VFS Web Ordering, you do not need to submit an Authorization Form for Personnel to Order CAD/PADs.</p>
Placing an Order	
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	Contact Stock Point Documentation Implementation Message Forms

AUDIO: Only authorized Requisitioners may use the 1-877 phone ordering process to order CADs and PADs. Current VFS Web Ordering users do not need to re-register. After completing an Authorization Form for Personnel to Order CAD PADs, fax the completed form. You will receive a user ID and password once your request has been approved.

Placing an Order – General Guidelines

Background Lead-Time Table FAQs	
Overview	<ul style="list-style-type: none">• Authorized Requisitioners may order installed CAD/PADs by calling the <i>Indian Head Stock Point</i>.• Orders may be made by phone, voice mail, email, or fax.• Phones are staffed between 0830-1700 EST Monday through Friday.
Placing an Order	
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Contact Stock Point Documentation Implementation Message Forms	

AUDIO: If you are an authorized Requisitioner, you may call the stock point to place an order between 0830 and 1700 eastern standard time, Monday through Friday, except holidays. If you call outside staffing hours, or all order processors are busy, you may order by leaving a voice mail message that includes the data from the appropriate order checklist. Alternatively, you may submit orders via email or fax.

Placing an Order – When to Order Guidelines

Background Lead-Time Table FAQs	
Overview	
Placing an Order	CONUS Shore Activities shall order 14 days prior to need.
Canceling an Order	Ships at a CONUS Port shall order 21 days prior to requiring the material dockside for on-load.
Order Status	OCONUS Shore Activities and Ships at OCONUS Ports shall order in accordance with the lead-time table . Lead times vary according to geographic location.
Notes and Comments	Targets, AIMDs, Test Sites, and MALs-ALSS shall order CADs 14 days prior to RDD or in accordance with the lead-time table. Activities shall determine the RDD as the date on which they will have a 30-day supply remaining. Orders shall be placed to meet the subsequent 90-day requirement.
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: In general, CONUS activities require a lead time of 14 days, ships at CONUS ports require a lead time of 21 days, and lead times for OCONUS activities and ships docked at OCONUS ports vary according to their geographic location. For lead times, click the lead-time table link.

Developer Notes

Placing an Order – Types of Orders

Background Lead-Time Table FAQs	
Overview	<ul style="list-style-type: none">•The Phone Ordering process supports routine, emergency, and deployment/restocking orders for installed CAD/PADs.•<u>Warfighting CADs</u> may not be ordered through the Phone Ordering process.
Placing an Order	
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Receipting an Order	
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AUDIO: When and how orders are placed depends on the type of CAD PAD requirement. The Phone Ordering process supports routine, emergency, deployment, and restocking CAD PAD orders. The Phone Ordering process does not support the ordering of Warfighting CADs.

Placing an Order – Caller Identification

Background Lead-Time Table FAQs	
Overview	<ul style="list-style-type: none">•The Order Processor will request your last name.•Provide the information.•The Order Processor will ask for your first name or the last four digits of your social security number, if there is more than one person with the same last name in the system. <p>NOTE: If you are not an authorized Requisitioner, you must follow the directions for Becoming an Authorized Requisitioner.</p>
Placing an Order	
Canceling an Order	
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Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: The Order Processor will ask for your last name. Provide the correct information. The Order Processor will ask for your first name or the last four digits of your social security number if there is more than one person with the same last name in the system. You must be a registered Requisitioner to place an order.

Placing an Order – Caller Verification

	Background Lead-Time Table FAQs
Overview	<ul style="list-style-type: none">•The Order Processor will request confirmation on your caller ID, email address, telephone number, and fax number.•Verify the information. <p>NOTE: If it has been more than 180 days since your last order, your caller ID will have expired. The Order Processor can enter a new caller ID for you at this time.</p>
Placing an Order	
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Receipting an Order	
	Contact Stock Point Documentation Implementation Message Forms

AUDIO: The Order Processor will ask you to verify that your caller ID, email address, telephone number, and fax number are correct in the system.

Placing an Order – Choose Order Type

Background Lead-Time Table FAQs	
Overview	<ul style="list-style-type: none">•The Order Processor will request the reason for the call.<ul style="list-style-type: none">•Reply that you are placing an order.•The Order Processor will request the type of order being placed.<ul style="list-style-type: none">•State whether you will be making a <u>routine</u>, <u>emergency</u>, or <u>deployment/restocking</u> order.
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Contact Stock Point Documentation Implementation Message Forms	

AUDIO: The Order Processor will request whether an order is being placed or tracked. Reply that you are placing an order. When asked what type of order you are placing, reply with one of the following: routine, emergency, or deployment restocking.

Placing an Order – Routine Orders

Background Lead-Time Table FAQs	
Overview	<div>Routine Orders</div> <ul style="list-style-type: none">•Scheduled Maintenance•Unscheduled Maintenance•Target CADs•Survival/Test CADs•Depot Maintenance•Replenish Emergency Stock
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: Select a type of Routine Order for step-by-step training.

Developer Notes

Placing an Order – Emergency Orders

	Background Lead-Time Table FAQs
Overview	<div>Emergency Orders (Damaged/Fired CADs and PADs)</div>
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
	Contact Stock Point Documentation Implementation Message Forms

AUDIO: Select Emergency Orders for step-by-step training.

Placing an Order – Deployment Orders

	Background Lead-Time Table FAQs
Overview	<div>Deployment Orders</div> <ul style="list-style-type: none">•Emergency Stock•Shipboard Scheduled Maintenance•Shipboard Unscheduled Maintenance
Placing an Order	
Canceling an Order	
Order Status	
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Receipting an Order	
	Contact Stock Point Documentation Implementation Message Forms

AUDIO: Select a type of Deployment Order for step-by-step training.

Developer Notes

Placing an Order – Scheduled Maintenance SBS –

How to Order – Step 1

Background Lead-Time Table FAQs	
Overview	
Placing an Order	<ul style="list-style-type: none">• To place an order, you will need to provide the BUNO and planned maintenance date.
Canceling an Order	<ul style="list-style-type: none">• The Order Processing System uses CAD/PAD tracking data to recommend DODICs to be ordered for replacement.
Order Status	<ul style="list-style-type: none">• Items due to expire prior to the next scheduled maintenance date (or 365-day period) will be recommended for order.
Notes and Comments	<ul style="list-style-type: none">• While other items may be ordered, deviation from the recommended items will require justification.
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: When placing the order, the you must provide the BUNO and planned date for maintenance. The Order Processing System uses the CAD PAD tracking data for that BUNO to recommend DODICs to be ordered for replacement. Items due to expire prior to the next scheduled maintenance date will be recommended for order. You must provide justification for deviations from this list.

Placing an Order – Scheduled Maintenance SBS – Scheduled Maintenance for a BUNO – Step 2

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

- The Order Processor will request the type of order being placed.
 - Respond that you are placing a scheduled maintenance order.

Placing an
Order

- The Order Processor will request the BUNO for the aircraft requiring maintenance.

Canceling
an Order

- Provide the appropriate BUNO number.

Order Status

Notes and
Comments

Receipting
an Order

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will require you to provide information on the type of order you are placing and the BUNO.

Developer Notes

Placing an Order – Scheduled Maintenance SBS – Verification of Aircraft Info – Step 3

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

The Order Processor will review the BUNO information and request justification if:

- Discrepant custody exists.
- Orders already exist for the BUNO.
- The BUNO is not in Trace.

Related Training:

[Discrepant custody](#)

[Orders already exist for BUNO](#)

[BUNO not in Trace](#)

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: You must provide justification to the Order Processor if discrepant custody exists, orders already exist for the BUNO, or the BUNO is not in the CAD PAD Trace database.

Developer Notes

Placing an Order – Scheduled Maintenance SBS – Planned Maintenance Date – Step 4

Background | Lead-Time Table | FAQs

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will request the planned maintenance date.

- Provide the planned maintenance date.

NOTE: Use the [lead-time table](#) to determine the day items should be ordered.

- The Order Processor will review BUNO information and request justification if:

- The maintenance date is not in Trace.

- The planned maintenance date is too early or too late.

Related Training:

[Maintenance date not in Trace](#)

[Planned maintenance date too early or too late](#)

Contact Stock Point | Documentation | Implementation Message | Forms

AUDIO: The Order Processor will ask you to provide the planned maintenance date according to the lead-time table. You must provide justification if the maintenance date is not in Trace or the date is too early or late.

Developer Notes

Placing an Order – Scheduled Maintenance SBS – Shipping-to Verification – Step 5

Background | Lead-Time Table | FAQs

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will provide you the current ship-to location.
 - Confirm this information or provide the Order Processor an alternate ship-to location.

Related Training:

[Shipping to an alternate location](#)

Contact Stock Point | Documentation | Implementation Message | Forms

AUDIO: The Order Processor will ask you to confirm the current ship-to location, or if incorrect, to provide an alternate ship-to location.

Developer Notes

Placing an Order – Scheduled Maintenance SBS – Deliver-to Verification – Step 6

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[Placing an
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an Order](#)

- The Order Processor will provide you the current deliver-to activity.
 - Confirm this information or provide the Order Processor an alternate deliver-to activity.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask you to confirm the current deliver-to activity, or if incorrect, to provide an alternate deliver-to activity.

Developer Notes

Placing an Order – Scheduled Maintenance SBS – Project Code Verification – Step 7

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[Placing an
Order](#)

[Canceling
an Order](#)

[Order Status](#)

[Notes and
Comments](#)

[Receipting
an Order](#)

- The project code defaults to 821 unless you state otherwise.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will use the default setting of eight twenty-one unless told otherwise.

Developer Notes

Placing an Order – Scheduled Maintenance SBS – Order DODICs – Step 8

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an Order](#)

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an Order](#)

- The Order Processor will request the DODIC for each item to be ordered.
 - Provide the DODICs.
- The Order Processor will read back the information you provided and ask you to confirm.
 - Verify the DODICs are correct.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will request the DODIC for each item you want to order.
When the Order Processor reads back the information, confirm it is correct.

Developer Notes

Placing an Order – Scheduled Maintenance SBS – Order DODICs (Cont.) – Step 9

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[Placing an
Order](#)

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an Order](#)

[Order Status](#)

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Comments](#)

[Receipting
an Order](#)

- When ordering a DODIC that is in a set DODIC, you must inform the Order Processor what set DODIC it belongs to.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: If you are ordering a DODIC that is contained within a set, you must inform the Order Processor to which set DODIC it belongs.

Developer Notes

Placing an Order – Scheduled Maintenance SBS – Order DODICs (Cont.) – Step 10

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[Placing an
Order](#)

[Canceling
an Order](#)

[Order Status](#)

[Notes and
Comments](#)

[Receipting
an Order](#)

- The Order Processor will inform you of DODICs recommended for order that you have not mentioned and ask if you'd like to add them to the order.

NOTE: Deviations from the recommended order list and items ordered that were not in the Trace configuration must be justified.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will inform you of recommended DODICs that you have not ordered. You may order them at this time. You must justify items not in the Trace configuration or on the recommended order list.

Developer Notes

Placing an Order – Scheduled Maintenance SBS – Add Comments – Step 11

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Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will ask if you would like to add comments to the order at this time.

- If you would like to add comments to the order, provide the Order Processor with the information to be included.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: At this time, the Order Processor will ask if you would like to add comments to the order. If you would like to do so, provide the Order Processor with the comments.

Developer Notes

Placing an Order – Scheduled Maintenance SBS – Confirmation Report – Step 12

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will provide you an order ID number and then ask if you'd like to make another order.
- You will receive an email message with an attachment containing the order ID number and an order confirmation report.
- Additional order status email messages will be sent as the order is processed.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will provide you an order ID number and ask if you'd like to make another order. An email message will be sent to you containing an order ID number and a confirmation report. You will receive additional order status email messages as the order is processed.

Developer Notes

Placing an Order – Unscheduled Maintenance SBS –

How to Order – Step 1

	Background Lead-Time Table FAQs
Overview	
Placing an Order	<ul style="list-style-type: none">• To place an order, you will need to provide the BUNO and planned maintenance date.• The Order Processing System uses CAD/PAD tracking data for the BUNO to provide a DODIC list.
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
	Contact Stock Point Documentation Implementation Message Forms

AUDIO: When placing the order, you must provide the BUNO and planned date for maintenance. The Order Processing System uses CAD/PAD tracking data for the BUNO to provide a DODIC list.

Placing an Order – Unscheduled Maintenance SBS

– Unscheduled Maintenance for a BUNO – Step 2

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Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will request the type of order being placed.
 - Respond that you are placing an unscheduled maintenance order.
- The Order Processor will request the BUNO for the aircraft requiring maintenance.
 - Provide the appropriate BUNO number.

NOTE: Justification must be provided for an unscheduled maintenance order.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will require you to provide information on the type of order you are placing and the BUNO.

Developer Notes

Placing an Order – Unscheduled Maintenance SBS

– Verification of Aircraft Info – Step 3

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Add generic sections from Routine Scheduled Maintenance:

- **Step 3 – Verification of Aircraft Info**
– Same as Placing an Order – Scheduled Maintenance – Verification of Aircraft Info (Step 3)

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

Developer Notes

Placing an Order – Unscheduled Maintenance SBS

– Planned Maintenance Date – Step 4

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Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will request the planned maintenance date.

- Provide the planned maintenance date.

NOTE: Use the [lead-time table](#) to determine the day items should be ordered.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask you to provide the planned maintenance date according to the lead-time table.

Developer Notes

Placing an Order – Unscheduled Maintenance SBS

– Step 5

Background | Lead-Time Table | FAQs

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will provide you the current ship-to location.
 - Confirm this information or provide the Order Processor an alternate ship-to location.

Related Training:

[Shipping to an alternate location](#)

Contact Stock Point | Documentation | Implementation Message | Forms

AUDIO: The Order Processor will ask you to confirm the current ship-to location, or if incorrect, to provide an alternate ship-to location.

Developer Notes

Placing an Order – Unscheduled Maintenance SBS

–Step 6

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an Order](#)

[Order Status](#)

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- The Order Processor will provide you the current deliver-to activity.
 - Confirm this information or provide the Order Processor an alternate deliver-to activity.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask you to confirm the current deliver-to activity, or if incorrect, to provide an alternate deliver-to activity.

Developer Notes

Placing an Order – Unscheduled Maintenance SBS

– Step 7

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- The project code defaults to 821 unless you state otherwise.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will use the default setting of eight twenty-one unless told otherwise.

Developer Notes

Placing an Order – Unscheduled Maintenance SBS

– Step 8

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Comments

Receipting
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- The Order Processor will request the DODIC for each item to be ordered.
 - Provide the DODICs.
- The Order Processor will read back the information you provided and ask you to confirm.
 - Verify the DODICs are correct.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will request the DODIC for each item you want to order.
When the Order Processor reads back the information, confirm it is correct.

Developer Notes

Placing an Order – Unscheduled Maintenance SBS

– Order DODICs (Cont.) – Step 9

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an Order

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Comments

Receipting
an Order

- When ordering a DODIC that is in a set DODIC, you must inform the Order Processor what set DODIC it belongs to.

NOTE: Items ordered that were not in the Trace configuration must be justified.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: If you are ordering a DODIC that is contained within a set, you must inform the Order Processor to which set DODIC it belongs. You must justify items not in the Trace configuration.

Developer Notes

Placing an Order – Unscheduled Maintenance SBS

— Add Comments – Step 10

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- The Order Processor will ask if you would like to add comments to the order at this time.

- If you would like to add comments to the order, provide the Order Processor with the information to be included.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: At this time, the Order Processor will ask if you would like to add comments to the order. If you would like to do so, provide the Order Processor with the comments.

Developer Notes

Placing an Order – Unscheduled Maintenance SBS

— Confirmation Report – Step 11

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- The Order Processor will provide you an order ID number and then ask if you'd like to make another order.
- You will receive an email message with an attachment containing the order ID number and an order confirmation report.
- Additional order status email messages will be sent as the order is processed.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will provide you an order ID number and ask if you'd like to make another order. An email message will be sent to you containing an order ID number and a confirmation report. You will receive additional order status email messages as the order is processed.

Developer Notes

Placing an Order – Targets SBS – How to Order – Step 1

Background Lead-Time Table FAQs	
Overview	<ul style="list-style-type: none">• Target CADs shall be ordered when down to a 30-day supply. The orders should be placed to meet the subsequent 90-day requirement.• To place an order, you will need to provide the RDD, the number of assets on hand as of the RDD, and the 90-day requirement for each DODIC to be ordered.• To order CAD/PADs for full-scale targets, such as the QF-4N, order in accordance with the procedures for <u>Routine Scheduled Maintenance</u>.
Placing an Order	
Canceling an Order	
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AUDIO: When placing the order, you must provide the RDD, the number of assets on hand as of the RDD, and the 90-day requirement. You must order CADs and or PADs for full-scale targets, such as the QF-4N, in accordance with the procedures for Routine Scheduled Maintenance.

Developer Notes

- Link to Scheduled Maintenance

Placing an Order – Targets SBS – Target Orders – Step 2

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[Receipting an Order](#)

- The Order Processor will request the type of order being placed.
 - Respond that you are placing a target order.
- The Order Processor will request the need-by date.
 - Provide the appropriate date.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will require you to provide information on the type of order you are placing and the need-by date for the item.

Developer Notes

WO_POSelRoutineOrders.bmp

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Placing an Order – Targets SBS – Shipping-to Verification – Step 3

Background | Lead-Time Table | FAQs

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will provide you the current ship-to location.
 - Confirm this information or provide the Order Processor an alternate ship-to location.

Related Training:

[Shipping to an alternate location](#)

Contact Stock Point | Documentation | Implementation Message | Forms

AUDIO: The Order Processor will ask you to confirm the current ship-to location, or if incorrect, to provide an alternate ship-to location.

Developer Notes

Placing an Order – Targets SBS – Deliver-to Verification – Step 4

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[Notes and Comments](#)

[Receipting an Order](#)

- The Order Processor will provide you the current deliver-to activity.
 - Confirm this information or provide the Order Processor an alternate deliver-to activity.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask you to confirm the current deliver-to activity, or if incorrect, to provide an alternate deliver-to activity.

Developer Notes

Placing an Order – Targets SBS – Project Code Verification – Step 5

<div>Overview</div> <div>Placing an Order</div> <div>Canceling an Order</div> <div>Order Status</div> <div>Notes and Comments</div> <div>Receipting an Order</div>	<div>Background Lead-Time Table FAQs</div>
	<div>•The project code defaults to 821 unless you state otherwise.</div>
<div>Contact Stock Point Documentation Implementation Message Forms</div>	

AUDIO: The Order Processor will use the default setting of eight twenty-one unless told otherwise.

Placing an Order – Targets SBS – Order DODICs – Step 6

Background Lead-Time Table FAQs	
Overview	<ul style="list-style-type: none">•The Order Processor will request the DODIC, quantity on hand, and 90-day requirement for each item to be ordered.•Provide the DODICs, quantities you have on hand, and 90-day requirements.•The Order Processor will read back the information you provided and ask you to confirm.•Verify the DODICs and quantities are correct.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: The Order Processor will request the DODIC, quantity on hand, and 90-day requirement for each item to be ordered.

Placing an Order – Targets SBS – Order DODICs (Cont.) – Step 7

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

•The Order Processor will ask if you would like to order more DODICs at this time. If so, you will be asked to provide the DODIC, quantity on hand, and 90-day requirements for the additional DODICs.

•Provide the correct information.

NOTE: Deviations from Trace configuration must be justified.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask if you would like to order more DODICs at this time. If so, provide the appropriate information. You must provide justification for items ordered that were not in the Trace configuration.

Developer Notes

Placing an Order – Targets SBS – Add Comments

– Step 8

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will ask if you would like to add comments to the order at this time.

- If you would like to add comments to the order, provide the Order Processor with the information to be included.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: At this time, the Order Processor will ask if you would like to add comments to the order. If you would like to do so, provide the Order Processor with the comments.

Developer Notes

Placing an Order – Targets SBS – Confirmation Report – Step 9

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will provide you an order ID number and then ask if you'd like to make another order.
- You will receive an email message with an attachment containing the order ID number and an order confirmation report.
- Additional order status email messages will be sent as the order is processed.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will provide you an order ID number and ask if you'd like to make another order. An email message will be sent to you containing an order ID number and a confirmation report. You will receive additional order status email messages as the order is processed.

Developer Notes

Placing an Order – Survival/Test SBS – How to Order – Step 1

	Background Lead-Time Table FAQs
Overview	<ul style="list-style-type: none">Survival/Test CADs shall be ordered when down to a 30-day supply. The orders should be placed to meet the subsequent 90-day requirement.To place an order, you will need to provide the RDD, the number of assets on hand as of the RDD, and the 90-day requirement for each DODIC to be ordered.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
	Contact Stock Point Documentation Implementation Message Forms

AUDIO: When placing the order, you must provide the RDD, the number of assets on hand as of the RDD, and the 90-day requirement.

Placing an Order – Survival/Test SBS –

Survival/Test Orders – Step 2

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will request the type of order being placed.
 - Respond that you are placing a survival/test CADs order.
- The Order Processor will request the need-by date.
 - Provide the appropriate date.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will require you to provide information on the type of order you are placing and the need-by date for the item.

Developer Notes

Placing an Order – Survival/Test SBS – Shipping- to Verification – Step 3

Background | Lead-Time Table | FAQs

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will provide you the current ship-to location.
 - Confirm this information or provide the Order Processor an alternate ship-to location.

Related Training:

[Shipping to an alternate location](#)

Contact Stock Point | Documentation | Implementation Message | Forms

AUDIO: The Order Processor will ask you to confirm the current ship-to location, or if incorrect, to provide an alternate ship-to location.

Developer Notes

Placing an Order – Survival/Test SBS – Deliver-to Verification – Step 4

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an Order](#)

[Canceling an Order](#)

[Order Status](#)

[Notes and Comments](#)

[Receipting an Order](#)

- The Order Processor will provide you the current deliver-to activity.
 - Confirm this information or provide the Order Processor an alternate deliver-to activity.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask you to confirm the current deliver-to activity, or if incorrect, to provide an alternate deliver-to activity.

Developer Notes

Placing an Order – Survival/Test SBS – Project Code Verification – Step 5

Background Lead-Time Table FAQs	
Overview	<ul style="list-style-type: none">•The project code defaults to 821 unless you state otherwise.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: The Order Processor will use the default setting of eight twenty-one unless told otherwise.

Placing an Order – Survival/Test SBS – Order DODICs – Step 6

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

- The Order Processor will request the DODIC, quantity on hand, and 90-day requirement for each item to be ordered.

Placing an Order

- Provide the DODICs, quantities you have on hand, and 90-day requirements.

Canceling an Order

- The Order Processor will read back the information you provided and ask you to confirm.

Order Status

- Verify the DODICs and quantities are correct.

Notes and Comments

Receipting an Order

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will request the DODIC, quantity on hand, and 90-day requirement for each item to be ordered.

Developer Notes

Placing an Order – Survival/Test SBS – Order DODICs (Cont.) – Step 7

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

•The Order Processor will ask if you would like to order more DODICs at this time. If so, you will be asked to provide the DODIC, quantity on hand, and 90-day requirements for the additional DODICs.

•Provide the correct information.

NOTE: Deviations from Trace configuration must be justified.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask if you would like to order more DODICs at this time. If so, provide the appropriate information. You must provide justification for items ordered that were not in the Trace configuration.

Developer Notes

Placing an Order – Survival/Test SBS – Add Comments – Step 8

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an Order](#)

[Canceling an Order](#)

[Order Status](#)

[Notes and Comments](#)

[Receipting an Order](#)

- The Order Processor will ask if you would like to add comments to the order at this time.

- If you would like to add comments to the order, provide the Order Processor with the information to be included.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: At this time, the Order Processor will ask if you would like to add comments to the order. If you would like to do so, provide the Order Processor with the comments.

Developer Notes

Placing an Order – Survival/Test SBS – Confirmation Report – Step 9

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will provide you an order ID number and then ask if you'd like to make another order.
- You will receive an email message with an attachment containing the order ID number and an order confirmation report.
- Additional order status email messages will be sent as the order is processed.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will provide you an order ID number and ask if you'd like to make another order. An email message will be sent to you containing an order ID number and a confirmation report. You will receive additional order status email messages as the order is processed.

Developer Notes

Placing an Order – Depot Maintenance SBS – How to Order – Step 1

	Background Lead-Time Table FAQs
Overview	<ul style="list-style-type: none">• To place an order, you will need to provide the BUNO and planned maintenance date.• The Order Processing System uses CAD/PAD tracking data for the BUNO to provide a DODIC list.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
	Contact Stock Point Documentation Implementation Message Forms

AUDIO: When placing the order, you must provide the BUNO and planned date for maintenance. The Order Processing System uses the CAD PAD tracking data for the BUNO to list installed DODICs.

Placing an Order – Depot Maintenance SBS – Pick Routine Orders – Step 2

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an Order](#)

[Canceling an Order](#)

[Order Status](#)

[Notes and Comments](#)

[Receipting an Order](#)

- The Order Processor will request the type of order being placed.
 - Respond that you are placing a depot maintenance order.
- The Order Processor will request the BUNO for the aircraft requiring maintenance.
 - Provide the appropriate BUNO number.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will require you to provide information on the type of order you are placing and the BUNO.

Developer Notes

Placing an Order – Depot Maintenance SBS – Verification of Aircraft Info – Step 3

Background | Lead-Time Table | FAQs

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

The Order Processor will review the BUNO information and request justification if:

- Discrepant custody exists.
- Orders already exist for the BUNO.
- The BUNO is not in Trace.

Related Training:

[Discrepant custody](#)

[Orders already exist for BUNO](#)

[BUNO not in Trace](#)

Contact Stock Point | Documentation | Implementation Message | Forms

AUDIO: You must provide justification to the Order Processor if discrepant custody exists, orders already exist for the BUNO, or the BUNO is not in the CAD PAD Trace database.

Developer Notes

Placing an Order – Depot Maintenance SBS – Planned Maintenance Date – Step 4

Background | Lead-Time Table | FAQs

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will request the planned maintenance date.

- Provide the planned maintenance date.

NOTE: Use the [lead-time table](#) to determine the day items should be ordered.

- The Order Processor will review BUNO information and request justification if:

- The maintenance date is not in Trace.

- The planned maintenance date is too early or too late.

Related Training:

[Maintenance date not in Trace](#)

[Planned maintenance date too early or too late](#)

Contact Stock Point | Documentation | Implementation Message | Forms

AUDIO: The Order Processor will ask you to provide the planned maintenance date according to the lead-time table. You must provide justification if the maintenance date is not in Trace or the date is too early or late.

Developer Notes

Placing an Order – Depot Maintenance SBS – Shipping-to Verification – Step 5

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will provide you the current ship-to location.
 - Confirm this information or provide the Order Processor an alternate ship-to location.

Related Training:

[Shipping to an alternate location](#)

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask you to confirm the current ship-to location, or if incorrect, to provide an alternate ship-to location.

Developer Notes

Placing an Order – Depot Maintenance SBS – Deliver-to Verification – Step 6

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an
Order](#)

[Canceling
an Order](#)

[Order Status](#)

[Notes and
Comments](#)

[Receipting
an Order](#)

- The Order Processor will provide you the current deliver-to activity.
 - Confirm this information or provide the Order Processor an alternate deliver-to activity.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask you to confirm the current deliver-to activity, or if incorrect, to provide an alternate deliver-to activity.

Developer Notes

Placing an Order – Depot Maintenance SBS – Project Code Verification – Step 7

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an
Order](#)

[Canceling
an Order](#)

[Order Status](#)

[Notes and
Comments](#)

[Receipting
an Order](#)

- The project code defaults to 821 unless you state otherwise.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will use the default setting of eight twenty-one unless told otherwise.

Developer Notes

Placing an Order – Depot Maintenance SBS – Order DODICs – Step 8

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will request the DODIC for each item to be ordered.
 - Provide the DODICs.
- The Order Processor will read back the information you provided and ask you to confirm.
 - Verify the DODICs are correct.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will request the DODIC for each item you want to order.
When the Order Processor reads back the information, confirm it is correct.

Developer Notes

Placing an Order – Depot Maintenance SBS – Order DODICs (Cont.) – Step 9

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an
Order](#)

[Canceling
an Order](#)

[Order Status](#)

[Notes and
Comments](#)

[Receipting
an Order](#)

- When ordering a DODIC that is in a set DODIC, you must inform the Order Processor what set DODIC it belongs to.

NOTE: Items ordered that were not in the Trace configuration must be justified.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: If you are ordering a DODIC that is contained within a set, you must inform the Order Processor to which set DODIC it belongs. You must justify items not in the Trace configuration.

Developer Notes

Placing an Order – Depot Maintenance SBS – Add Comments – Step 10

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an Order](#)

[Canceling an Order](#)

[Order Status](#)

[Notes and Comments](#)

[Receipting an Order](#)

- The Order Processor will ask if you would like to add comments to the order at this time.

- If you would like to add comments to the order, provide the Order Processor with the information to be included.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: At this time, the Order Processor will ask if you would like to add comments to the order. If you would like to do so, provide the Order Processor with the comments.

Developer Notes

Placing an Order – Depot Maintenance SBS – Confirmation Report – Step 11

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will provide you an order ID number and then ask if you'd like to make another order.
- You will receive an email message with an attachment containing the order ID number and an order confirmation report.
- Additional order status email messages will be sent as the order is processed.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will provide you an order ID number and ask if you'd like to make another order. An email message will be sent to you containing an order ID number and a confirmation report. You will receive additional order status email messages as the order is processed.

Developer Notes

Placing an Order – Emergency Order SBS – How to Order – Step 1

Background Lead-Time Table FAQs	
Overview	<ul style="list-style-type: none">• Item availability must be verified with the local Ordnance/Weapons Department before placing an order.• To place an emergency order, you must provide the BUNO and justification.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: When placing the order, the Requisitioner provides the BUNO and justification for the emergency order.

Placing an Order – Emergency Order SBS – Check with Ordnance/Weapons Dept. – Step 2

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will ask you if you've checked with your Ordnance/Weapons Department for in-stock replacement items.

NOTE: The order will not be processed until you have checked with your Ordnance/Weapons Department.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask if you have checked with your Ordnance Weapons Department to determine if in-stock replacement items are available. The order will not be processed until you have checked with your Ordnance Weapons Department.

Developer Notes

Placing an Order – Emergency Order SBS –Select if items are available locally. – Step 3

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will ask you if the items are available from your Ordnance/Weapons Department.
 - Inform the Order Processor whether or not the items are available.
- Click the appropriate button to continue training for emergency orders:

Items are available

Items are not available

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask if the items are available from the Ordnance Weapons Department. Click the appropriate button for step-by-step training.

Developer Notes

Placing an Order – Emergency Order SBS – Provide BUNO Information – Step 4

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an
Order](#)

[Canceling
an Order](#)

[Order Status](#)

[Notes and
Comments](#)

[Receipting
an Order](#)

- The Order Processor will request the BUNO for the aircraft requiring maintenance.
- Provide the appropriate BUNO number.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will request the BUNO for the aircraft requiring maintenance.

Developer Notes

Placing an Order – Emergency Order SBS – Verification of Aircraft Info – Step 5

Background | Lead-Time Table | FAQs

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

The Order Processor will review the BUNO information and request justification if:

- Discrepant custody exists.
- Orders already exist for the BUNO.
- The BUNO is not in Trace.

Related Training:

[Discrepant custody](#)

[Orders already exist for BUNO](#)

[BUNO not in Trace](#)

Contact Stock Point | Documentation | Implementation Message | Forms

AUDIO: You must provide justification to the Order Processor if discrepant custody exists, orders already exist for the BUNO, or the BUNO is not in the CAD PAD Trace database.

Developer Notes

Placing an Order – Emergency Order SBS – Receive Asset from Activity Verification – Step 6

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will tell you what the system shows as the activity from which you receive assets.
- If you are deployed to a location/station other than your home base, inform the Order Processor the location from which you will receive the asset.

NOTE: Replenishment stock will be sent directly to the Ordnance/Weapons Department as a routine order.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: You have indicated that the emergency replacement item is available at your Ordnance Weapons Department. If you are deployed to a location or station other than your home base, inform the Order Processor of the location from which you will receive the asset. Replenishment stock will be sent directly to the Ordnance/Weapons Department as a routine order.

Developer Notes

Placing an Order – Emergency Order SBS – Order DODICs – Step 7

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will request the DODIC for each item to be ordered.
 - Provide the DODICs.
- The Order Processor will read back the information you provided and ask you to confirm.
 - Verify the DODICs are correct.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will request the DODIC for each item you want to order. When the Order Processor reads back the information, confirm it is correct.

Developer Notes

Placing an Order – Emergency Order SBS – Order DODICs (Cont.) – Step 8

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- When ordering a DODIC that is in a set DODIC, you must inform the Order Processor what set DODIC it belongs to.

NOTE: Items ordered that were not in the Trace configuration must be justified.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: If you are ordering a DODIC that is contained within a set, you must inform the Order Processor to which set DODIC it belongs. You must justify items not in the Trace configuration.

Developer Notes

Placing an Order – Emergency Order SBS – Add Comments – Step 9

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will ask if you would like to add comments to the order at this time.

- If you would like to add comments to the order, provide the Order Processor with the information to be included.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: At this time, the Order Processor will ask if you would like to add comments to the order. If you would like to do so, provide the Order Processor with the comments.

Developer Notes

Placing an Order – Emergency Order SBS – Confirmation Report – Step 10

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an Order](#)

[Canceling an Order](#)

[Order Status](#)

[Notes and Comments](#)

[Receipting an Order](#)

- The Order Processor will provide you a document number to retrieve the items from the local Ordnance/Weapons Department.
- The caller and local Ordnance/Weapons Department will receive an order confirmation report via email message that includes the order document number and the replenishment document number.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will provide you with a document number. You must have this document number to get the items from your local Ordnance/Weapons Department. A confirmation email message will be sent to you and the Ordnance/Weapons Department.

Developer Notes

Placing an Order – Emergency Order SBS – Provide BUNO Information – Step 4

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an
Order](#)

[Canceling
an Order](#)

[Order Status](#)

[Notes and
Comments](#)

[Receipting
an Order](#)

- The Order Processor will request the BUNO for the aircraft requiring maintenance.
- Provide the appropriate BUNO number.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will request the BUNO for the aircraft requiring maintenance.

Developer Notes

Placing an Order – Emergency Order SBS – Verification of Aircraft Info – Step 5

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

The Order Processor will review the BUNO information and request justification if:

- Discrepant custody exists.
- Orders already exist for the BUNO.
- The BUNO is not in Trace.

Related Training:

[Discrepant custody](#)

[Orders already exist for BUNO](#)

[BUNO not in Trace](#)

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: You must provide justification to the Order Processor if discrepant custody exists, orders already exist for the BUNO, or the BUNO is not in the CAD PAD Trace database.

Developer Notes

Placing an Order – Emergency Order SBS – Shipping-to Verification – Step 6

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will tell you what the system displays as the current ship-to location for the BUNO.
 - Confirm this information or provide the processor with the correct ship-to location.

Related Training:

[Shipping to an Alternate Location](#)

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: You have indicated that the emergency replacement item was not in inventory at your Ordnance/Weapons Department. The Order Processor will tell you the current ship-to location for the BUNO. Verify that it is correct or provide the Order Processor with an alternate ship-to location.

Developer Notes

Placing an Order – Emergency Order SBS – Deliver-to Activity Verification – Step 7

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will tell you what the system shows as the current deliver-to activity for the BUNO.
 - Confirm this information or provide the processor with the correct deliver-to activity.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will inform you of the activity that is currently listed in the system as the deliver-to activity. Verify that the information is correct or provide the Order Processor with an alternate deliver-to activity.

Developer Notes

Placing an Order – Emergency Order SBS – Order DODICs – Step 8

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will request the DODIC for each item to be ordered.
 - Provide the DODICs.
- The Order Processor will read back the information you provided and ask you to confirm.
 - Verify the DODICs are correct.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will request the DODIC for each item you want to order. When the Order Processor reads back the information, confirm it is correct.

Developer Notes

Placing an Order – Emergency Order SBS – Order DODICs (Cont.) – Step 9

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- When ordering a DODIC that is in a set DODIC, you must inform the Order Processor what set DODIC it belongs to.

NOTE: Items ordered that were not in the Trace configuration must be justified.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: If you are ordering a DODIC that is contained within a set, you must inform the Order Processor to which set DODIC it belongs. You must justify items not in the Trace configuration.

Developer Notes

Placing an Order – Emergency Order SBS – Add Comments – Step 10

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will ask if you would like to add comments to the order at this time.

- If you would like to add comments to the order, provide the Order Processor with the information to be included.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: At this time, the Order Processor will ask if you would like to add comments to the order. If you would like to do so, provide the Order Processor with the comments.

Developer Notes

Placing an Order – Emergency Order SBS – Confirmation Report – Step 11

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will provide you an order ID number and then ask if you'd like to make another order.
- You will receive an email message with an attachment containing the order ID number and an order confirmation report.
- Additional order status email messages will be sent as the order is processed.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will provide you an order ID number and ask if you'd like to make another order. An email message will be sent to you containing an order ID number and a confirmation report. You will receive additional order status email messages as the order is processed.

Developer Notes

Placing an Order – Emergency Stock SBS – How to Order

	Background Lead-Time Table FAQs
Overview	<ul style="list-style-type: none">• Emergency stock/load plan will be developed by the Process Manager at NALC.• You may contact the Process Manager at (717) 605-3813 or by email at VFSWebOrderingprocessmanager@ih.navy.mil.• After hours, call the Process Manager at (240) 375-9242.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
	Contact Stock Point Documentation Implementation Message Forms

AUDIO: The Process Manager at NALC will develop the emergency stock or load plan. Call the Process Manager at 7 1 7 6 0 5 3 8 1 3 for further information.

Placing an Order – Scheduled Shipboard Maint. SBS – How to Order

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- Items needed for scheduled shipboard maintenance will be ordered by the Process Manager at **NALC**.
- You may contact the Process Manager at (717) 605-3813 or by email at VFSWebOrderingprocessmanager@ih.navy.mil.
- After hours, call the Process Manager at (240) 375-9242.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Process Manager at NALC will order items for scheduled shipboard maintenance. Call the Process Manager at 7 1 7 6 0 5 3 8 1 3 for further information.

Developer Notes

Placing an Order – Unscheduled Shipboard Maint. SBS – How to Order

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an
Order](#)

[Canceling
an Order](#)

[Order Status](#)

[Notes and
Comments](#)

[Receipting
an Order](#)

- Items needed for unscheduled shipboard maintenance will be ordered by the Process Manager at **NALC**.
- You may contact the Process Manager at (717) 605-3813 or by email at VFSWebOrderingprocessmanager@ih.navy.mil.
- After hours, call the Process Manager at (240) 375-9242.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Process Manager at NALC will order items for unscheduled shipboard maintenance. Call the Process Manager at 7 1 7 6 0 5 3 8 1 3 for further information.

Developer Notes

Cancel An Order

Background Lead-Time Table FAQs	
Overview	
Placing an Order	<ul style="list-style-type: none">• An order may be canceled if it has not been shipped.• Follow the directions from the Caller Identification and Caller Verification sections under Placing an Order, and then inform the Order Processor that you would like to cancel an existing order.• To cancel an order, you will need to provide the order ID number. <p>NOTE: Justification must be provided to cancel an order.</p>
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: You may cancel an order already in process. Follow the directions from the Caller Identification and Caller Verification sections. Next, tell the Order Processor that you'd like to cancel an existing order, and then provide the order ID number. Order cancellations require justification.

Order Status

Background Lead-Time Table FAQs	
Overview	<ul style="list-style-type: none">• The Order Status section of the 1-877 Phone Ordering Process provides the Requisitioner the ability to retrieve an order status by order ID number, document number, BUNO, ordering activity, ship-to location, or deliver-to activity.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: You may retrieve an order’s status by order ID number, document number, BUNO, ordering activity, ship-to location, or deliver-to activity. You may get information on the order’s date, status, type, details, notes, email history, and transaction history from the Order Processor.

Checking Order Status

Background Lead-Time Table FAQs	
Overview	<ul style="list-style-type: none">•The Order Processor will request the reason for the call.<ul style="list-style-type: none">•Reply that you are checking an order status.•The Order Processor will inquire whether you are checking by order ID number, document number, BUNO, ordering activity, ship-to location, or deliver-to activity.<ul style="list-style-type: none">•Provide the appropriate information.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: The Order Processor will ask whether an order is being placed or tracked. Reply that you are checking an order status. The Order Processor will ask how you would like to track the order. Provide the appropriate information.

Checking Order Status

Background Lead-Time Table FAQs	
Overview	Click a button below for step-by-step training.
Placing an Order	<div>Order Status by ID Number</div> <div>Order Status by Ordering Activity</div>
Canceling an Order	<div>Order Status by Document #</div> <div>Order Status by Shipping To Location</div>
Order Status	<div>Order Status by BUNO</div> <div>Order Status by Delivering To Location</div>
Notes and Comments	
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: Click a button for step-by-step training.

Order Status – ID # SBS – Provide Order ID – Step 1

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an Order](#)

[Canceling an Order](#)

[Order Status](#)

[Notes and Comments](#)

[Receipting an Order](#)

- The Order Processor will request the order ID number for the order being tracked.

- Provide the appropriate order ID number.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask what order ID number you are tracking.
Provide the order ID number.

Developer Notes

Order Status – ID # SBS – Order Information

Available – Step 2

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

•The Order Processor can provide the following information for each order:

- Order date
- Order status
- Order type
- Order details
- Order notes
- Email history
- Transaction history

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor can provide you with information attached to the order. You can find out the order date, status, and type. The Order Processor can access and provide more detailed information on an order's details, notes, email history, and transaction history.

Developer Notes

Order Status – Document # SBS – Provide Document Number – Step 1

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an Order](#)

[Canceling an Order](#)

[Order Status](#)

[Notes and Comments](#)

[Receipting an Order](#)

- The Order Processor will request the document number for the order being tracked.
- Provide the appropriate document number.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask what document number you are tracking.
Provide the document number.

Developer Notes

Order Status – Document # SBS – Order Information Available – Step 2

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

•The Order Processor can provide the following information for each order:

- | | |
|---------------|----------------------|
| •Order ID | •Order details |
| •Order date | •Order notes |
| •Order status | •Email history |
| •Order type | •Transaction history |

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor can provide you with information attached to the order. You can find out the order id, date, status, and type. The Order Processor can access and provide more detailed information on an order's details, notes, email history, and transaction history.

Developer Notes

Order Status – BUNO SBS – Provide Search Limitations – Step 1

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will request a start date and an end date to limit the number of orders displayed.

- Provide the appropriate dates.

- The Order Processor will ask if you want information on all orders, orders that have been shipped, or orders that haven't been shipped yet.

- State what orders should be included in the search criteria.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: To narrow the number of orders to search through, the Order Processor will ask you to provide a start date and an end date and whether you want information on all orders, shipped orders, or orders that haven't been shipped yet.

Developer Notes

Order Status – BUNO SBS – Provide BUNO – Step 2

<div>Overview</div> <div>Placing an Order</div> <div>Canceling an Order</div> <div>Order Status</div> <div>Notes and Comments</div> <div>Receipting an Order</div>	Background Lead-Time Table FAQs
	<div><div>•The Order Processor will request the BUNO for the order being tracked.</div><div>•Provide the appropriate BUNO.</div></div>
	Contact Stock Point Documentation Implementation Message Forms

AUDIO: The Order Processor will request the BUNO you are tracking. Provide the BUNO.

Order Status – BUNO SBS – Order Information Available – Step 3

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will have access to a list of orders that meet your search criteria.

- The Order Processor can provide the following information for each order:

- Order ID

- Order details

- Order date

- Order notes

- Order status

- Email history

- Order type

- Transaction history

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: A list of orders meeting your search criteria will display to the Order Processor. The Order Processor can provide you with information attached to the order. You can find out the order date, status, and type. The Order Processor can access and provide more detailed information on an order's details, notes, email history, and transaction history.

Developer Notes

Order Status – Ordering Activity SBS – Provide Search Limitations – Step 1

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will request a start date and an end date to limit the number of orders displayed.

- Provide the appropriate dates.

- The Order Processor will ask if you want information on all orders, orders that have been shipped, or orders that haven't been shipped yet.

- State what orders should be included in the search criteria.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: To narrow the number of orders to search through, the Order Processor will ask you to provide a start date and an end date and whether you want information on all orders, shipped orders, or orders that haven't been shipped yet.

Developer Notes

Order Status – Ordering Activity SBS – Provide Ordering Activity – Step 2

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an Order](#)

[Canceling an Order](#)

[Order Status](#)

[Notes and Comments](#)

[Receipting an Order](#)

- The Order Processor will request the ordering activity the order is being tracked for.

- Provide the appropriate activity.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will request the ordering activity for which you are tracking an order.

Developer Notes

Order Status – Ordering Activity SBS – Order Information Available – Step 3

Background Lead-Time Table FAQs	
Overview	
Placing an Order	<ul style="list-style-type: none">•The Order Processor will have access to a list of orders that meet your search criteria.•The Order Processor can provide the following information for each order:
Canceling an Order	<ul style="list-style-type: none">•Order ID•Order details
Order Status	<ul style="list-style-type: none">•Order date•Order notes
Notes and Comments	<ul style="list-style-type: none">•Order status•Email history
Receipting an Order	<ul style="list-style-type: none">•Order type•Transaction history
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: A list of orders meeting your search criteria will display to the Order Processor. The Order Processor can provide you with information attached to the order. You can find out the order date, status, and type. The Order Processor can access and provide more detailed information on an order's details, notes, email history, and transaction history.

Order Status – Shipping to Location SBS – Provide Search Limitations – Step 1

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will request a start date and an end date to limit the number of orders displayed.

- Provide the appropriate dates.

- The Order Processor will ask if you want information on all orders, orders that have been shipped, or orders that haven't been shipped yet.

- State what orders should be included in the search criteria.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: To narrow the number of orders to search through, the Order Processor will ask you to provide a start date and an end date and whether you want information on all orders, shipped orders, or orders that haven't been shipped yet.

Developer Notes

Order Status – Shipping To Location SBS – Provide Ordering Activity – Step 2

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will request the ship-to location for the order.

- Provide the appropriate ship-to location.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will request the ship-to location for the order.

Developer Notes

Order Status – Shipping To Location SBS – Order Information Available – Step 3

Background Lead-Time Table FAQs	
Overview	
Placing an Order	<ul style="list-style-type: none">•The Order Processor will have access to a list of orders that meet your search criteria.•The Order Processor can provide the following information for each order:
Canceling an Order	
Order Status	<ul style="list-style-type: none">•Order ID•Order date•Order status•Order type
Notes and Comments	<ul style="list-style-type: none">•Order details•Order notes•Email history•Transaction history
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: A list of orders meeting your search criteria will display to the Order Processor. The Order Processor can provide you with information attached to the order. You can find out the order date, status, and type. The Order Processor can access and provide more detailed information on an order's details, notes, email history, and transaction history.

Order Status – Delivering To Activity SBS – Provide Search Limitations – Step 1

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will request a start date and an end date to limit the number of orders displayed.

- Provide the appropriate dates.

- The Order Processor will ask if you want information on all orders, orders that have been shipped, or orders that haven't been shipped yet.

- State what orders should be included in the search criteria.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: To narrow the number of orders to search through, the Order Processor will ask you to provide a start date and an end date and whether you want information on all orders, shipped orders, or orders that haven't been shipped yet.

Developer Notes

Order Status – Delivering To Activity SBS – Provide Ordering Activity – Step 2

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an
Order](#)

[Canceling
an Order](#)

[Order Status](#)

[Notes and
Comments](#)

[Receipting
an Order](#)

- The Order Processor will request the deliver-to activity for the order.

- Provide the appropriate activity name.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will request the deliver-to activity.

Developer Notes

Order Status –Delivering To Activity SBS – Order Information Available – Step 3

Background Lead-Time Table FAQs	
Overview	
Placing an Order	<ul style="list-style-type: none">•The Order Processor will have access to a list of orders that meet your search criteria.•The Order Processor can provide the following information for each order:
Canceling an Order	<ul style="list-style-type: none">•Order ID•Order details
Order Status	<ul style="list-style-type: none">•Order date•Order notes
Notes and Comments	<ul style="list-style-type: none">•Order status•Email history
Receipting an Order	<ul style="list-style-type: none">•Order type•Transaction history
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: A list of orders meeting your search criteria will display to the Order Processor. The Order Processor can provide you with information attached to the order. You can find out the order date, status, and type. The Order Processor can access and provide more detailed information on an order's details, notes, email history, and transaction history.

Notes/Comments

Background Lead-Time Table FAQs	
Overview	<ul style="list-style-type: none">• You may call 1-877-4CADPAD to obtain notes or comments attached to a particular order.• Provide the Order Processor with the order ID to obtain notes or comments for that order.• The Order Processor can add notes or comments to an order for you.• Once a note has been entered and saved, it cannot be changed or deleted.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: You may retrieve notes or comments attached to an order by providing the Order Processor with an order ID. The Order Processor also can add notes or comments to an order for you. Notes and comments may not be deleted.

Receipting an Order

Background Lead-Time Table FAQs	
Overview	Delivery to the Weapons Department/Station Ordnance or MALS <ul style="list-style-type: none">• CAD/PADs are shipped directly to the Weapons Department at Naval Air Stations or to the Station Ordnance/MALS at Marine Corps Air Stations.• The Weapons Department/Station Ordnance/MALS reports the receipt in ROLMS.• Undamaged items will be delivered to the activity within 1 workday.• If the activity is unable to receive the order, the Weapons Department or MALS holds the package in the station magazine until delivery can be made.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: CADs and PADs are shipped directly to the Weapons Department at Naval Air Stations, or to the Station Ordnance or MALS at Marine Corps Air Stations. The activities report the receipt in ROLMS for upload to CAIMS using information included on the D D thirteen forty-eight attached to the outside of the package. The Weapons Department or MALS shall contact the activity in the Deliver-To segment of the invoice and deliver undamaged shipments within one workday. If the activity is unable to receive the order, it holds the package in the station magazine until delivery can be made.

Receipting an Order

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

Weapons Department/Stations Ordnance/MALS Handling of Damaged Shipments

- All CAD inner containers and all PADs that do not show visible evidence of packaging damage shall be deemed acceptable for use. No further action is required.
- If the package shows visual evidence of damage, the Weapons Department/MALS will open it and inspect the contents for damage.
- Weapons Department/MALS will notify the Requisitioner or ordering unit of damaged goods that will not be delivered.
- A **ROD** must be submitted for damaged goods under NAVSUPINST 4440 or an **SDR** SF-364 in accordance with NAVSUP P724.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: If the external package is visibly damaged, the Weapons Department or MALS shall inspect the shipment in accordance with T-W-O ten dash A-A dash O-R-D dash oh ten. No damaged items will be delivered to the activity. The Weapons Department or MALS will notify you or the ordering unit if items are damaged. The activity must reorder the items using the emergency order process. A Report of Discrepancy must be submitted for damaged goods under NAV-SUP INSTRUCTION forty-four forty or a Supply Discrepancy Report S-F-three sixty-four in accordance with NAVSUP P seven twenty-four.

Developer Notes

Receipting an Order

Background Lead-Time Table FAQs	
Overview	<h3>Delivery to the Maintenance Activity</h3> <ul style="list-style-type: none">• Maintenance activities shall open and inspect all items received. All CADs and PADs showing no visible evidence of damage shall be deemed acceptable for use.• If the maintenance activity finds an item damaged, it must notify the supporting Weapons Department/MALS, identifying the damaged item by DODIC, NSN, requisition number, and quantity.• To replace damaged material, the maintenance activity must make an emergency order.• The damaged item must be returned to the Weapons Department/MALS.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receiving an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: If the shipment of an individual item is damaged, notify the Weapons Department or MALS identifying the damaged item by DODIC, NSN, requisition number, and quantity. The maintenance activity must submit a deficiency report under OPNAV Instruction Forty-Seven Ninety. To replace damaged material, the ordering activity shall make an emergency order as specified in the procedure for items damaged, fired, or inadvertently actuated.

Manual Order Training – Proceed with Manual Order Training – Step 1

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will request the date that planned maintenance is to be performed on the BUNO.
 - Provide the appropriate date.

•Placing a manual order requires that information be provided on each installed DODIC to be ordered.

NOTE: Notifications will be sent to various Indian Head asset managers and command personnel for investigation and review.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: Since the BUNO information is not in CAD/PAD Trace, manual orders require that data be entered manually for each DODIC. Notifications will be sent to various Indian Head asset managers and command personnel for investigation and review. The Order Processor will require the date for the planned maintenance.

Developer Notes

Manual Order Training –Shipping-to Verification

– Step 2

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will provide you the current ship-to location.
 - Confirm this information or provide the Order Processor an alternate ship-to location.

Related Training:

[Shipping to an alternate location](#)

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask you to confirm the current ship-to location, or if incorrect, to provide an alternate ship-to location.

Developer Notes

Manual Order Training – Deliver-to Verification – Step 3

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

[Overview](#)

[Placing an
Order](#)

[Canceling
an Order](#)

[Order Status](#)

[Notes and
Comments](#)

[Receipting
an Order](#)

- The Order Processor will provide you the current deliver-to activity.
 - Confirm this information or provide the Order Processor an alternate deliver-to activity.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask you to confirm the current deliver-to activity, or if incorrect, to provide an alternate deliver-to activity.

Developer Notes

Manual Order Training –Project Code Verification – Step 4	
<div>Overview</div> <div>Placing an Order</div> <div>Canceling an Order</div> <div>Order Status</div> <div>Notes and Comments</div> <div>Receipting an Order</div>	Background Lead-Time Table FAQs
	<div>•The project code defaults to 821 unless you state otherwise.</div>
	Contact Stock Point Documentation Implementation Message Forms

AUDIO: The Order Processor will use the default setting of eight twenty-one unless told otherwise.

Manual Order Training – Provide AC Type and Squadron – Step 5

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will request the aircraft type.
 - Provide the appropriate aircraft type.
- The Order Processor will request the squadron that the aircraft is attached to.
 - Provide the appropriate squadron.

NOTE: If the aircraft type or the squadron is not in the system, the Order Processor will manually enter the information.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will require you to provide an aircraft type and the squadron to which it is attached. The Order Processor will enter aircraft types or squadrons not found in the system manually.

Developer Notes

Manual Order Training – DODIC Information – Step 6

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will request the DODIC to be ordered.
 - Provide the appropriate DODIC.
- The Order Processor will request the number of DODICs you want to order.
 - Provide the appropriate quantity.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will request the DODIC and the quantity you want to order.

Developer Notes

Manual Order Training – Additional DODIC Information – Step 7

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- The Order Processor will ask you to provide the lot number, serial number, open date, and expiration date.
 - Provide the appropriate information.
 - The Order Processor will read back the information for your verification.
- The Order Processor will ask if you'd like to order any more DODICs.
 - The previous questions will be repeated for additional DODIC orders.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will ask you to provide the lot number, serial number, open date, and expiration date for each DODIC ordered. Provide the Order Processor with the correct information. The Order Processor will repeat the information for verification. You will be asked if you'd like to order more DODICs at this time. If so, provide the appropriate information.

Developer Notes

Manual Order Training –Add Comments – Step 8

	Background Lead-Time Table FAQs
Overview	<ul style="list-style-type: none">•The Order Processor will ask if you would like to add comments to the order at this time.•If you would like to add comments to the order, provide the Order Processor with the information to be included.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
	Contact Stock Point Documentation Implementation Message Forms

AUDIO: At this time, the Order Processor will ask if you would like to add comments to the order. If you would like to do so, provide the Order Processor with the comments.

Manual Order Training –Confirmation Report – Step 9

[Background](#) | [Lead-Time Table](#) | [FAQs](#)

Overview

Placing an
Order

Canceling
an Order

Order Status

Notes and
Comments

Receipting
an Order

- The Order Processor will provide you an order ID number and then ask if you'd like to make another order.
- You will receive an email message with an attachment containing the order ID number and an order confirmation report.
- Additional order status email messages will be sent as the order is processed.

[Contact Stock Point](#) | [Documentation](#) | [Implementation Message](#) | [Forms](#)

AUDIO: The Order Processor will provide you an order ID number and ask if you'd like to make another order. An email message will be sent to you containing an order ID number and a confirmation report. You will receive additional order status email messages as the order is processed.

Developer Notes

<div>Overview</div> <div>Placing an Order</div> <div>Canceling an Order</div> <div>Order Status</div> <div>Notes and Comments</div> <div>Receipting an Order</div>	<div>Background Lead-Time Table FAQs</div> <div>NEXT PAGE STARTS POP-Ups Section</div> <div>Contact Stock Point Documentation Implementation Message Forms</div>

POP-UP: BUNO not in Trace

Background | Lead-Time Table | FAQs

Overview

Placing an Order

Canceling an Order

Order Status

Notes and Comments

Receipting an Order

- If the BUNO does not exist in CAD/PAD Trace, the Order Processor will ask you to repeat the BUNO and re-enter it into the system.
- If the BUNO is correct but not in TRACE, you can either cancel the order and update TRACE with the correct information or continue the order by placing a [manual order](#).

NOTE: To update Trace, contact VFS Traceability (Cadpadtrace@ih.navy.mil).

Related Training:
[Manual Order Training](#)

POP-UP for:

Placing an Order – Scheduled Maintenance SBS – Verification of Aircraft Info – Step 3

AUDIO: If the Phone Ordering System does not find the BUNO in the CAD PAD Trace database, a warning displays. The Order Processor will request the BUNO again and try to re-enter it. If the BUNO is correct, but is not in TRACE, either delay the order until Trace is updated or proceed with a manual order for that BUNO. The Order Processor will require additional information for manual orders.

Developer Notes

POP-UP: Contact Stock Point

	Background Lead-Time Table FAQs	
Overview	Telephone Commercial: 1-877-4CADPAD (1-877-422-3723) DSN: 354-6155	
Placing an Order	Hours of Operation: 0830-1700 EST Monday - Friday, excluding holidays	
Canceling an Order	After Hours Contact: Email: 18774CADPAD@ih.navy.mil	
Order Status	Fax: Commercial: 1-301-744-4696 DSN: 354-4696	
Notes and Comments	Emergency Contacts: Pager: 888-720-5236 Mobile Phone: 240-375-9312	
Receipting an Order		
Contact Stock Point Documentation Implementation Message Forms		

POP-UP: Discrepant Custody

Background Lead-Time Table FAQs	
Overview	<ul style="list-style-type: none">• The Order Processor will let you know if your activity/squadron is not an authorized ordering activity for the entered BUNO.• The order may still be placed, but various Indian Head asset managers and command personnel will be notified for investigation and review.• CAD/PAD Trace information must be updated to reflect who currently has custody of the BUNO.• Justification will be required to complete the order.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: The Phone Ordering System verifies that your activity or squadron is an authorized ordering activity for the BUNO. If it is not, a notice displays. If your activity or squadron is an authorized ordering activity for the BUNO and the system displays a notice stating otherwise, the BUNO custody must be updated in the CAD PAD Trace system. You must provide justification to complete the order.

POP-UP: Lead Times

	Background Lead-Time Table FAQs		
Overview	Lead Times		
Placing an Order	THEATER	ACTIVITY	LEAD-TIME
	SHIPS	REGIONAL LEAD TIME (BELOW) + 7 DAYS	TIME + 7
	CONUS	ALL SHORE ACTIVITIES	14 DAYS
Canceling an Order	SOUTHCOM	NAVSTA/AFWTF ROOSEVELT ROADS PR	21 DAYS
	EASTPAC	MCAS KANEOHE BAY HI	14 DAYS
	WESTPAC	NAF ATSUGI JA	30 DAYS
Order Status		NAF MASAWA JA	30 DAYS
		MCAS IWAKUNI JA	30 DAYS
Notes and Comments		CFA OKINAWA (MCAS FUTEMA) JA	30 DAYS
		DIEGO GARCIA	45 DAYS
	EUCOM	NAVSTA ROTA SP	30 DAYS
		NAS KEFLAVIK IC	30 DAYS
Receipting an Order		SEMBACH AIR BASE GE	30 DAYS
		NAS SIGONELLA IT	30 DAYS
	CENTCOM	BAHRAIN	45 DAYS
		INCIRLICK TURKEY	45 DAYS

Developer Notes

POP-UP: Maintenance Date Not In Trace

	Background Lead-Time Table FAQs
Overview	<ul style="list-style-type: none">• The Order Processor will notify you if the next maintenance/ inspection date is not in Trace.• All calculations for recommended replacement DODICs are based on the planned maintenance date + maintenance cycle. If a maintenance cycle cannot be determined, a default value of 365 days will be used.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
	Contact Stock Point Documentation Implementation Message Forms

AUDIO: The Trace next maintenance inspection date is important for proper order processing. Ensure the BUNO data is correct in Trace.

Developer Notes

POP-UP: Orders already exist for BUNO

	Background Lead-Time Table FAQs
Overview	<ul style="list-style-type: none">• If scheduled maintenance orders for the BUNO already exist within the maintenance cycle, notification will be sent to the Inventory Manager alerting of a possible ordering conflict.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
	Contact Stock Point Documentation Implementation Message Forms

AUDIO: The Phone Ordering System displays all orders for a BUNO that have been processed within the last 2 years. If scheduled maintenance orders for the BUNO already exist within the maintenance cycle, notification will be sent to the Inventory Manager alerting of a possible ordering conflict.

POP-UP: Planned Maint. Date Too Early or Too Late

	Background Lead-Time Table FAQs
Overview	<ul style="list-style-type: none">• The Order Processor will notify you if the planned maintenance date is before or after the lead time for your activity (e.g., 14 days for a CONUS land base).• You will be required to provide justification at the end of the order.
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
	Contact Stock Point Documentation Implementation Message Forms

AUDIO: You must use the lead-time table to determine the appropriate date to order. This ensures items will be received by the planned maintenance date.

POP-UP: Shipping to an Alternate Location

Background Lead-Time Table FAQs	
Overview	<p>Have the following information ready for the Order Processor when shipping to an alternate location:</p> <ul style="list-style-type: none">•Shipping UIC•Shipping Activity•Region•Lead Delivery Time•Shipping Address•Point of Contact
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: When shipping to an alternate location, be prepared to provide the Order Processor with the shipping UIC, shipping activity, region, lead delivery time, shipping address, and a point of contact.

POP-UP: Warfighting CAD Orders

Background Lead-Time Table FAQs	
Overview	<p>Warfighting CADs, as identified in the NAVAIR 11-100-1.1, are not included in the Web Ordering Process. These items are procured for expenditure like USN/MC ordnance and ammunition and are to be managed with the related weapons/equipment in accordance with NAVSUP P724.</p>
Placing an Order	
Canceling an Order	
Order Status	
Notes and Comments	
Receipting an Order	
Contact Stock Point Documentation Implementation Message Forms	

AUDIO: Warfighting CADs must be ordered like US Navy Marine Corps ordnance and ammunition and are to be managed with the related weapons equipment in accordance with NAVSUP P seven twenty-four.